Amendments to the Claims:

This listing of claims replaces all prior versions and listings of claims in the application:

Listing of Claims:

1.   (Previously Presented) A computer system comprising:

a database for maintaining data associated with a public sector organization that includes at least two outcome measures and at least one cost-effectiveness measure; and

a computer coupled to the database, wherein the computer includes a processor and a memory, the processor and memory configured to:

access, from electronic storage, a public sector value model that corresponds to a public sector organization and that defines:

at least two outcome measures that each correspond to a non-monetary social benefit achieved by the public sector organization,

weightings that correspond to each of the outcome measures and that define a relative weight given to the corresponding outcome measure, the weightings reflecting relative significance of the corresponding non-monetary social benefit to public value provided by the public sector organization, and

at least one cost-effectiveness measure that relates to costs incurred by the public sector organization in achieving the outcomes and that includes reduction of variable cost, reduction of fixed cost, and increase in asset efficiency;

obtain, from public data sources, performance measurements corresponding to the at least two outcome measures, the performance measurements being indicative of the public sector organization's level of achievement of the non-monetary social benefits corresponding to the at least two outcome measures;

obtain cost measurements corresponding to the at least one cost-effectiveness measure, the cost measurements being indicative of the public sector organization's variable costs, fixed costs, and available assets;

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compute, using the public sector value model, a performance value by removing impact of exogenous factors on the performance measurements corresponding to the at least two outcome measures and applying the corresponding weightings to the performance measurements, the exogenous factors being factors that affect the performance measurements corresponding to the at least two outcome measures, but are not the responsibility of the public sector organization;

compute, using the public sector value model, a cost-effectiveness value as a ratio of the computed performance value and an operating cost of the public sector organization determined using the obtained cost measurements;

determine a relative public performance measure of the public sector organization based on the computed performance value, an average performance value relevant to the public sector organization, the computed cost-effectiveness value, and an average cost-effectiveness value relevant to the public sector organization;

generate, based on the determined relative public performance measure of the public sector organization, a public sector value matrix that graphically reflects the computed performance value for the public sector organization relative to the average performance value and that graphically reflects the computed cost-effectiveness value for the public sector organization relative to the average cost-effectiveness value;

compare the relative public performance measure of the public sector organization with performance trends; and

based on the comparison of the relative public performance measure of the public sector organization with performance trends, identify a recommendation on how the public sector organization can improve the relative public performance measure,

wherein removing the impact of exogenous factors on the performance measurements corresponding to the at least two outcome measures comprises developing a final performance score for each of the at least two outcome measures that takes into account an understanding of a relationship between key socioeconomic factors and the non-monetary social benefits that correspond to the at least two outcome measures.

2 to 5. (Cancelled)

6.   (Previously Presented) The computer system of claim 1 wherein the processor is configured to compute, using the public sector value model, a cost-effectiveness value by computing a cost-effectiveness value as a ratio of the computed performance value over a combination of annual expenditure and capital charge.

7.   (Cancelled)

8.   (Cancelled)

9.   (Original) The computer system of claim 1 wherein the public sector organization includes at least one of: public health, revenue service, educational, police, courts, probation, fire, public transport, prisons, customs, immigration, postal services, regulatory bodies, public housing, defense, social security, customs, and public welfare.

10.   (Original) The computer system of claim 9 wherein, in the police organization, an outcome measure includes at least one of: public satisfaction with the police organization, reduction of crime, solving a crimes, and public served; and

cost-effectiveness measure includes at least one of: reduction of variable cost, reduction of fixed cost, increase in asset efficiency.

11.   (Original) The computer system of claim 9 wherein, in the public health organization, an outcome measure includes at least one of: improved health care, reduced errors in prescriptions; and

cost-effectiveness measure includes at least one of: reduction of variable cost, reduction of fixed cost, increase in asset efficiency.

12.   (Original) The computer system of claim 9 wherein, in the revenue service organization, an outcome measure includes at least one of: improved tax compliance, citizen satisfaction; and

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cost-effectiveness measure includes at least one of: reduction of variable cost, reduction of fixed cost, increase in asset efficiency.

13. (Original) The computer system of claim 1 wherein the processor is programmed to provide a recommendation to the public sector organization that includes at least one proposed solution to improve the relative performance measure of the public sector organization.

14. (Original) The computer system of claim 1 wherein the processor is programmed to provide a recommendation to the public sector organization that includes at least one consulting service to improve the relative performance measure of the public sector organization.

15. (Original) The computer system of claim 1 wherein the processor is programmed to determine a relative performance measure includes evaluating the performance of the public sector organization as a function of time.

16. (Original) The computer system of claim 15 wherein the processor is programmed to derive a proposed solution for improving the relative performance measure on the basis of evaluating the performance of the public sector organization as a function of time.

17. (Original) The computer system of claim 1 wherein determining a relative performance measure includes evaluating the performance of the public sector organization by comparing one public sector organization having one relative performance measure to another public sector organization having another relative performance measure.

18. (Original) The computer system of claim 17 wherein the processor is programmed to derive a proposed solution for improving a relative performance measure on the basis of comparing one public sector organization having one relative performance measure to another public sector organization having another relative performance measure.

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19. (Original) The computer system of claim 1, wherein the processor is programmed to use the relative performance measure to perform a correlation analysis between the relative performance measure and a particular outcome measure or a particular cost-effectiveness measure.

20. (Previously Presented) A computer program product, tangibly embodied in a computer-readable medium, the computer program product being operable to cause data processing apparatus to:

access, from electronic storage, a public sector value model that corresponds to a public sector organization and that defines:

at least two outcome measures that each correspond to a non-monetary social benefit achieved by the public sector organization,

weightings that correspond to each of the outcome measures and that define a relative weight given to the corresponding outcome measure, the weightings reflecting relative significance of the corresponding non-monetary social benefit to public value provided by the public sector organization, and

at least one cost-effectiveness measure that relates to costs incurred by the public sector organization in achieving the outcomes and that includes reduction of variable cost, reduction of fixed cost, and increase in asset efficiency;

obtain, from public data sources, performance measurements corresponding to the at least two outcome measures, the performance measurements being indicative of the public sector organization's level of achievement of the non-monetary social benefits corresponding to the at least two outcome measures;

obtain cost measurements corresponding to the at least one cost-effectiveness measure, the cost measurements being indicative of the public sector organization's variable costs, fixed costs, and available assets;

compute, using the public sector value model, a performance value by removing impact of exogenous factors on the performance measurements corresponding to the at least two outcome measures and applying the corresponding weightings to the performance measurements, the exogenous factors being factors that affect the performance measurements corresponding to

the at least two outcome measures, but are not the responsibility of the public sector organization;

compute, using the public sector value model, a cost-effectiveness value as a ratio of the computed performance value and an operating cost of the public sector organization determined using the obtained cost measurements;

determine a relative public performance measure of the public sector organization based on the computed performance value, an average performance value relevant to the public sector organization, the computed cost-effectiveness value, and an average cost-effectiveness value relevant to the public sector organization;

generate, based on the determined relative public performance measure of the public sector organization, a public sector value matrix that graphically reflects the computed performance value for the public sector organization relative to the average performance value and that graphically reflects the computed cost-effectiveness value for the public sector organization relative to the average cost-effectiveness value;

compare the relative public performance measure of the public sector organization with performance trends; and

based on the comparison of the relative public performance measure of the public sector organization with performance trends, identify a recommendation on how the public sector organization can improve the relative public performance measure,

wherein removing the impact of exogenous factors on the performance measurements corresponding to the at least two outcome measures comprises developing a final performance score for each of the at least two outcome measures that takes into account an understanding of a relationship between key socioeconomic factors and the non-monetary social benefits that correspond to the at least two outcome measures.

21 to 34.   (Cancelled)

35.   (Previously Presented) A method comprising:

accessing, from electronic storage, a public sector value model that corresponds to a public sector organization and that defines:

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at least two outcome measures that each correspond to a non-monetary social benefit achieved by the public sector organization,

weightings that correspond to each of the outcome measures and that define a relative weight given to the corresponding outcome measure, the weightings reflecting relative significance of the corresponding non-monetary social benefit to public value provided by the public sector organization, and

at least one cost-effectiveness measure that relates to costs incurred by the public sector organization in achieving the outcomes and that includes reduction of variable cost, reduction of fixed cost, and increase in asset efficiency;

obtaining, using a computer processor and from public data sources, performance measurements corresponding to the at least two outcome measures, the performance measurements being indicative of the public sector organization's level of achievement of the non-monetary social benefits corresponding to the at least two outcome measures;

obtaining, using the computer processor, cost measurements corresponding to the at least one cost-effectiveness measure, the cost measurements being indicative of the public sector organization's variable costs, fixed costs, and available assets;

computing, using the computer processor and applying the public sector value model, a performance value by removing impact of exogenous factors on the performance measurements corresponding to the at least two outcome measures and applying the corresponding weightings to the performance measurements, the exogenous factors being factors that affect the performance measurements corresponding to the at least two outcome measures, but are not the responsibility of the public sector organization;

computing, using the computer processor and applying the public sector value model, a cost-effectiveness value as a ratio of the computed performance value and an operating cost of the public sector organization determined using the obtained cost measurements;

determining, using the computer processor, a relative public performance measure of the public sector organization based on the computed performance value, an average performance value relevant to the public sector organization, the computed cost-effectiveness value, and an average cost-effectiveness value relevant to the public sector organization;

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generating, using the computer processor and based on the determined relative public performance measure of the public sector organization, a public sector value matrix that graphically reflects the computed performance value for the public sector organization relative to the average performance value and that graphically reflects the computed cost-effectiveness value for the public sector organization relative to the average cost-effectiveness value;

comparing, using the computer processor, the relative public performance measure of the public sector organization with performance trends; and

based on the comparison of the relative public performance measure of the public sector organization with performance trends, identifying, using the computer processor, a recommendation on how the public sector organization can improve the relative public performance measure,

wherein removing the impact of exogenous factors on the performance measurements corresponding to the at least two outcome measures comprises developing a final performance score for each of the at least two outcome measures that takes into account an understanding of a relationship between key socioeconomic factors and the non-monetary social benefits that correspond to the at least two outcome measures.

36 to 39. (Cancelled)

40. (Previously Presented) The method of claim 35 wherein computing, using the public sector value model, a cost-effectiveness value comprises computing a cost-effectiveness value as a ratio of the computed performance value over a combination of annual expenditure and capital charge.

41. (Cancelled)

42. (Cancelled)

43. (Original) The method of claim 35 wherein the public sector organization includes at least one of: public health, revenue service, educational, police, courts, probation,

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fire, public transport, prisons, customs, immigration, postal services, regulatory bodies, public housing, defense, social security, customs, and public welfare.

44.   (Original) The method of claim 43 wherein, in the police organization, an outcome measure includes at least one of: public satisfaction with the police organization, reduction of crime, solving a crimes, and public served; and

cost-effectiveness measure includes at least one of: reduction of variable cost, reduction of fixed cost, increase in asset efficiency.

45.   (Original) The method of claim 43 wherein, in the public health organization, an outcome measure includes at least one of: improved health care, reduced errors in prescriptions; and

cost-effectiveness measure includes at least one of: reduction of variable cost, reduction of fixed cost, increase in asset efficiency.

46.   (Previously Presented) The method of claim 43 wherein, in the revenue service organization, an outcome measure includes at least one of: improved tax compliance, citizen satisfaction; and

cost-effectiveness measure includes at least one of: reduction of variable cost, reduction of fixed cost, increase in asset efficiency.

47.   (Original) The method of claim 35 further comprising providing a recommendation to the public sector organization that includes at least one proposed solution to improve the relative performance measure of the public sector organization.

48.   (Original) The method of claim 35 further comprising providing a recommendation to the public sector organization that includes at least one consulting service to improve the relative performance measure of the public sector organization.

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49.   (Original) The method of claim 35 wherein determining a relative performance measure includes evaluating the performance of the public sector organization as a function of time.

50.   (Original) The method of claim 49 further comprising deriving a proposed solution for improving the relative performance measure on the basis of evaluating the performance of the public sector organization as a function of time.

51.   (Original) The method of claim 35 wherein determining a relative performance measure includes evaluating the performance of the public sector organization by comparing one public sector organization having one relative performance measure to another public sector organization having another relative performance measure.

52.   (Original) The method of claim 51 further comprising deriving a proposed solution for improving a relative performance measure on the basis of comparing one public sector organization having one relative performance measure to another public sector organization having another relative performance measure.

53.   (Original) The method of claim 52, further comprising using the relative performance measure to perform a correlation analysis between the relative performance measure and a particular outcome measure or a particular cost-effectiveness measure.

54.   (Previously Presented) The method of claim 35 further comprising:

accessing past performance values for the public sector organization, each past performance value corresponding to a particular period of time in the past;

computing an average performance value for the public sector organization based on the past performance values;

accessing past cost-effectiveness values for the public sector organization, each past cost-effectiveness value corresponding to a particular period of time in the past;

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computing an average cost-effectiveness value for the public sector organization based on the past cost-effectiveness values,

wherein determining a relative public performance measure of the public sector organization comprises determining a relative public performance measure of the public sector organization based on the computed performance value, the computed average performance value for the public sector organization, the computed cost-effectiveness value, and the computed average cost-effectiveness value for the public sector organization.

55.   (Previously Presented) The method of claim 54 further comprising:

displaying a graphical representation of the determined relative public performance measure of the public sector organization with respect to the computed average performance value for the public sector organization and the computed average cost-effectiveness value for the public sector organization.

56.   (Previously Presented) The method of claim 55 wherein displaying a graphical representation of the determined relative public performance measure of the public sector organization with respect to the computed average performance value for the public sector organization and the computed average cost-effectiveness value for the public sector organization comprises:

displaying an axis with the computed average performance value for the public sector organization and the computed average cost-effectiveness value for the public sector organization being an origin of the axis; and

displaying, with respect to the axis, an indication of the determined relative public performance measure of the public sector organization that reflects relative public performance of the public sector organization with respect to the computed average performance value for the public sector organization and the computed average cost-effectiveness value for the public sector organization.

57.   (Previously Presented) The method of claim 56 further comprising:

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displaying, with respect to the axis, indications of past relative public performance measures of the public sector organization that each reflect relative public performance of the public sector organization with respect to the computed average performance value for the public sector organization and the computed average cost-effectiveness value for the public sector organization for a particular period of time in the past.

58.   (Previously Presented) The method of claim 35 further comprising:

accessing performance values for other public sector organizations, each performance value corresponding to a particular public sector organization that is different than the public sector organization;

computing an average performance value for a public sector industry based on the accessed performance values;

accessing cost-effectiveness values for the other public sector organizations, each cost-effectiveness value corresponding to a particular public sector organization that is different than the public sector organization;

computing an average cost-effectiveness value for the public sector industry based on the accessed cost-effectiveness values,

wherein determining a relative public performance measure of the public sector organization comprises determining a relative public performance measure of the public sector organization based on the computed performance value, the computed average performance value for the public sector industry, the computed cost-effectiveness value, and the computed average cost-effectiveness value for the public sector industry.

59.   (Previously Presented) The method of claim 58 further comprising:

displaying a graphical representation of the determined relative public performance measure of the public sector organization with respect to the computed average performance value for the public sector industry and the computed average cost-effectiveness value for the public sector industry.

60.   (Previously Presented) The method of claim 59 wherein displaying a graphical representation of the determined relative public performance measure of the public sector organization with respect to the computed average performance value for the public sector industry and the computed average cost-effectiveness value for the public sector industry comprises:

displaying an axis with the computed average performance value for the public sector industry and the computed average cost-effectiveness value for the public sector industry being an origin of the axis; and

displaying, with respect to the axis, an indication of the determined relative public performance measure of the public sector organization that reflects relative public performance of the public sector organization with respect to the computed average performance value for the public sector industry and the computed average cost-effectiveness value for the public sector industry.

61.   (Previously Presented) The method of claim 60 further comprising:

displaying, with respect to the axis, indications of relative public performance measures of the other public sector organizations that each reflect relative public performance of a particular public sector organization that is different than the public sector organization with respect to the computed average performance value for the public sector industry and the computed average cost-effectiveness value for the public sector industry.

62.   (Previously Presented) The method of claim 35 wherein:

wherein accessing, from electronic storage, a public sector value model comprises accessing a public sector value model that defines:

a first outcome measure for the public sector organization,

a first weighting value associated with the first outcome measure, the first weighting value corresponding to a relative weight of the first outcome measure in the public sector value model,

a second outcome measure for the public sector organization, the second outcome measure being different than the first outcome measure, and

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a second weighting value corresponding to the second outcome measure, the

second weighting value being different than the first weighting and corresponding to a

relative weight of the second outcome measure in the public sector value model;

wherein obtaining measurements corresponding to the at least two outcome measures

comprises:

receiving, for the public sector organization, a first measurement corresponding to

the first outcome measure, and

receiving, for the public sector organization, a second measurement

corresponding to the second outcome measure; and

wherein computing, using the public sector value model, a performance value comprises:

applying the first weighting value to the first measurement to achieve a first

result,

applying the second weighting value to the second measurement to achieve a

second result, and

calculating a performance value for the public sector organization based on the

first result and the second result.

63. (Previously Presented) The method of claim 35:

wherein accessing, from electronic storage, a public sector value model that corresponds

to a public sector organization and that defines at least two outcome measures that correspond to

outcomes achieved by the public sector organization comprises accessing a public sector value

model that defines a first outcome measure, a first weighting value for the first outcome measure,

at least two sub-outcome measures that define the first outcome measure, and weightings that

correspond to each of the sub-outcome measures and that define a relative weight given to the

corresponding sub-outcome measure in computing a value for the first outcome measure,

wherein obtaining measurements corresponding to the at least two outcome measures

comprises obtaining measurements for each of the sub-outcome measures;

wherein computing, using the public sector value model, a performance value comprises:

computing a first value for the first outcome measure based on the measurements for each of the sub-outcome measures and the weightings that correspond to each of the sub-outcome measures, and

computing a performance value based on the computed first value for the first outcome measure and at least one other value for another outcome measure that is different than the first outcome measure and that is defined by the public sector value model.

64.   (Previously Presented) The method of claim 35 wherein computing, using the public sector value model, a cost-effectiveness value comprises computing a cost-effectiveness value by dividing a first value that represents a total of beneficial outcomes achieved by the public sector organization by a second value computed as a sum of annual expenditure of the public sector organization minus capital expenditure of the public sector organization and annual capital charge of the public sector organization.

65.   (Previously Presented) The method of claim 35 wherein:

obtaining measurements corresponding to the at least one cost-effectiveness measure comprises obtaining a measurement related to variable costs of the public sector organization in achieving the outcomes; and

computing, using the public sector value model, a cost-effectiveness value comprises computing, using the public sector value model, a cost-effectiveness value that reflects variable costs of the public sector organization in achieving the outcomes based on the measurement related to variable costs of the public sector organization in achieving the outcomes.

66.   (Previously Presented) The method of claim 35 wherein:

obtaining measurements corresponding to the at least one cost-effectiveness measure comprises obtaining a measurement related to fixed costs of the public sector organization in achieving the outcomes; and

computing, using the public sector value model, a cost-effectiveness value comprises computing, using the public sector value model, a cost-effectiveness value that reflects fixed

costs of the public sector organization in achieving the outcomes based on the measurement related to fixed costs of the public sector organization in achieving the outcomes.

67.   (Previously Presented) The method of claim 35 wherein:

obtaining measurements corresponding to the at least one cost-effectiveness measure comprises obtaining a measurement related to asset efficiency of the public sector organization in achieving the outcomes; and

computing, using the public sector value model, a cost-effectiveness value comprises computing, using the public sector value model, a cost-effectiveness value that reflects asset efficiency of the public sector organization in achieving the outcomes based on the measurement related to asset efficiency of the public sector organization in achieving the outcomes.

68.   (Previously Presented) The method of claim 35 further comprising:

automatically, without human intervention, identifying a particular outcome measure that needs improvement for the public sector organization based on obtained measurements associated with the particular outcome measure; and

automatically, without human intervention, displaying the particular outcome measure that needs improvement for the public sector organization.

69.   (Previously Presented) The method of claim 68 wherein automatically, without human intervention, identifying a particular outcome measure that needs improvement for the public sector organization comprises:

comparing values for outcome measures for the public sector organization with values for the outcome measures for public sector organizations other than the public sector organization; and

based on the comparison, identifying the particular outcome measure that needs improvement for the public sector organization.

70.   (Previously Presented) The method of claim 68 further comprising:

automatically, without human intervention, identifying a service directed to improving the particular outcome measure; and

automatically, without human intervention, displaying the identified service.

71.   (Previously Presented) The method of claim 35 further comprising:

determining, using the computer processor, the weightings based on results of public surveying, examination of social and economic cost of the corresponding non-monetary social benefit, and preferences indicated by government industries.

72.   (Cancelled)

73.   (Cancelled)

74.   (Previously Presented) The method of claim 35 wherein removing the impact of exogenous factors on the performance measurements corresponding to the at least two outcome measures comprises grouping public sector organizations together based on common socioeconomic factors and producing a baseline for each group, thereby excluding exogenous factors.

75.   (New) The computer system of claim 1 wherein the processor is programmed to:

automatically, without human intervention, identify a particular outcome measure that needs improvement for the public sector organization based on obtained measurements associated with the particular outcome measure; and

automatically, without human intervention, display the particular outcome measure that needs improvement for the public sector organization.

76.   (New) The computer system of claim 1 wherein removing the impact of exogenous factors on the performance measurements corresponding to the at least two outcome measures comprises grouping public sector organizations together based on common

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socioeconomic factors and producing a baseline for each group, thereby excluding exogenous

factors.